

How do I log into the app on my streaming or mobile device?

THE Fioptics+ APP (streaming devices/mobile devices)

Easily stream recordings to your mobile device! (Bonus: You can also use the app to schedule recordings, manage your To Do List and OnePass Manager, search for shows, and more!) To get started, download the app on the App Store or Google Play.

Note: Due to variances in development criteria, Cincinnati Bell cannot guarantee that all devices are compatible with the Fioptics+ app, even if they are running the appropriate version of the platform application (Android, AppleTV, Fire). Although Cincinnati Bell will give best efforts to support all devices on the required platform versions, only devices tested and certified by TiVo will be fully supported.

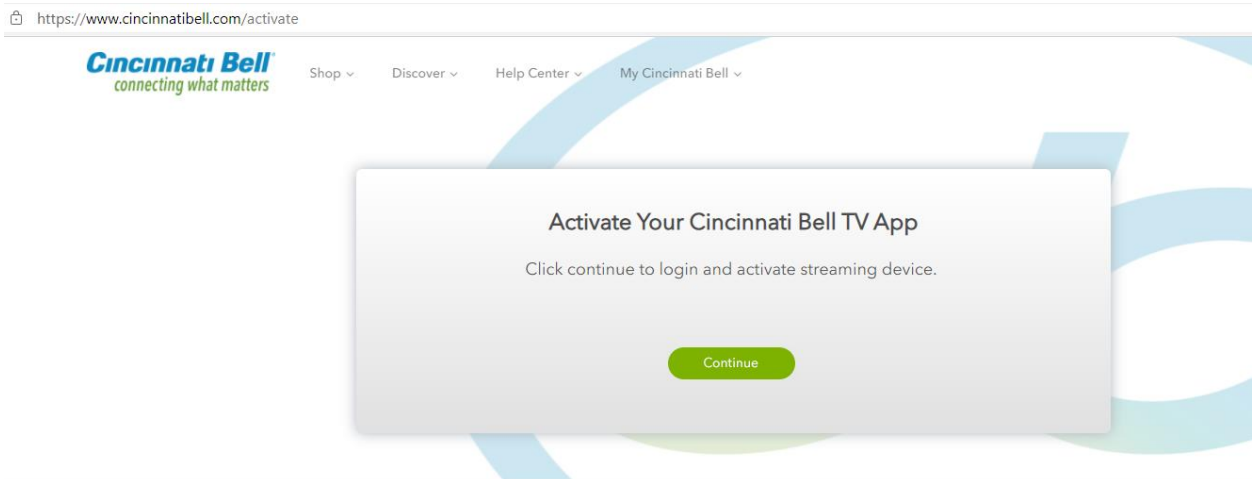
See: Supported Platforms for list of TiVo certified devices.

To register an unmanaged streaming device (Apple TV, Fire Stick/Cube, Android TV – ROKU not available at this time), after downloading the Fioptics+ app from the respective app store, you will be prompted to enter a 6 digit code at www.cincinnati-bell.com/activate.

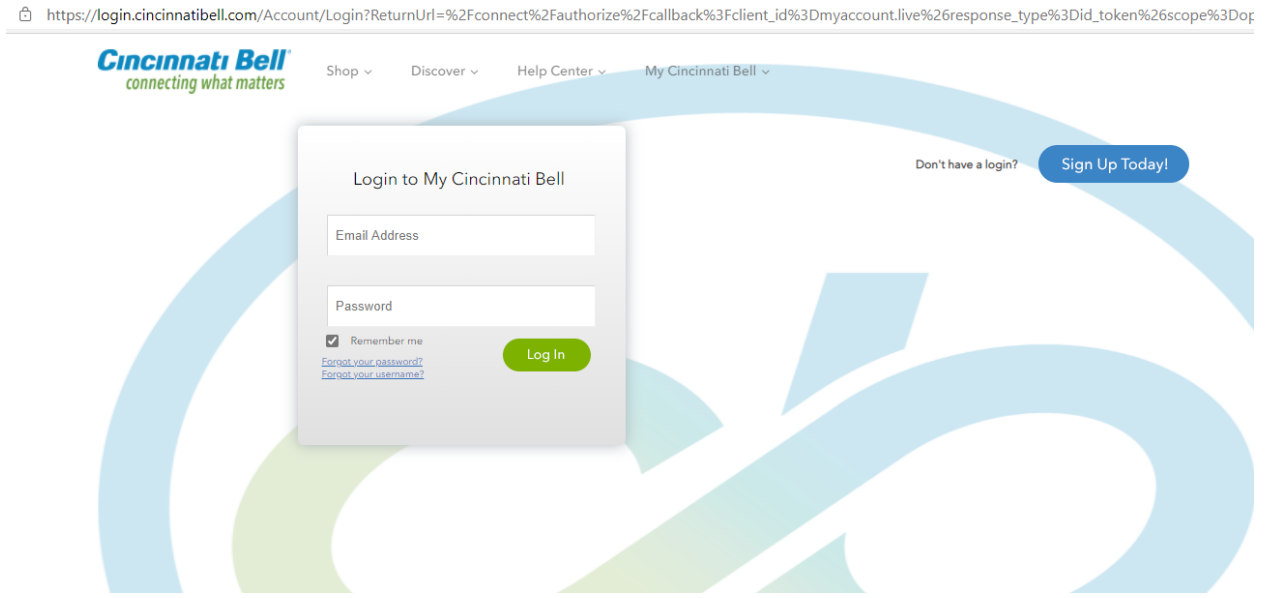
1. Download the Fioptics+ app from the app store for your device.
 - Current devices supported are the latest two OS versions of:
 - AppleTV 4k
 - Fire TV, Fire Stick, Fire Cube
 - Android TV devices
 - Note: not all devices running the above platforms and software versions are guaranteed to be compatible with the Fioptics+ app.
 - ROKU is not supported at this time.
2. Launch the app to see this screen:



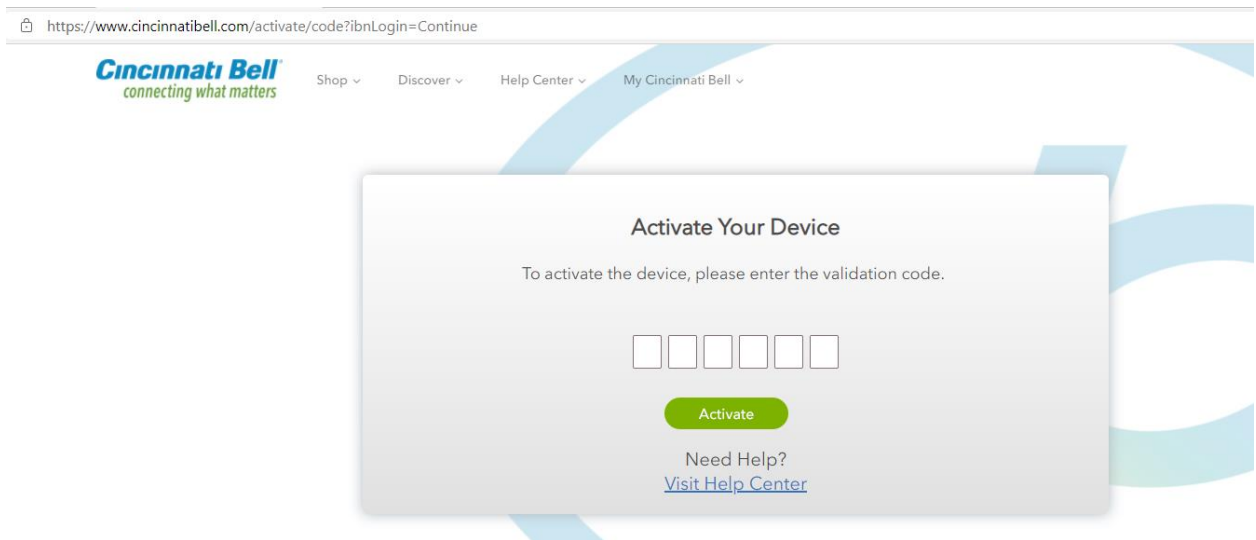
3. Log on to www.cincinnatiBell.com/activate



4. Log into your MyCincinnatiBell account. If you have not yet set up your MyCincinnatiBell account, please do so at this time.



5. Enter the code displayed on your TV screen into the fields on this screen:



6. Once your code is entered successfully, your device will launch the Fioptics+ app and you will have access to your video service.

Note: If you have just set up your MyCincinnatiBell account, it may take until the next business day for your credentials to activate your Fioptics+ app on your personal devices.